



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

October 28, 2013

Date Complaint Received: 9/12/13
Complaint Received By: Chad Reckling, SW II
Provider Name and Location: Terri Endress 1104 S 10 th St Burlington IA 52601
Complaint: The complainant reported that the provider is certifying that they are over numbers in the billing that they are submitting for their Child Care Assistance Children. Rule Basis: 110.4 No more children are in care than the rules for the specific category will allow Findings: 9/11/13 This worker was present in the daycare home for a random compliance visit. There were seven children present during this billing. This worker consulted the provider's billing for this day and time this worker was present in the home and it matched the number of children that were present. 10/19/13 This worker attempted to conduct a visit to the daycare home. The provider's assistant was present with three children visible and an unidentified male was present with two children. The assistant stated that the provider was not open for daycare today and that she was just watching children that she gets privately paid to watch by a parent at this location. The assistant stated that these were non-DHS children. The assistant stated that the provider does not work on weekends and was not present at this location and that she did not know where she was at. The assistant stated that the provider lives at a different location than where daycare is provided. This worker informed the assistant to let the provider know I had stopped by and wanted to talk with the provider. 10/19/13 This worker received a voicemail on this worker's work cell phone from the provider. The provider understood that this worker wanted to speak with her and that she could be available to do this today if still needed. The provider left this worker with their cell phone number in order to reach them. 10/23/13 This worker stopped by the registered daycare home at approximately 3:20 pm unannounced. There were six daycare children present in the home during this worker's visit. This worker confronted the provider with the allegations before the department. The provider stated that she took a sick day on 10/19 and did not work because she was getting stressed out. The provider stated that they did work on 10/20/13 and that her last full weekend of providing daycare was on 10/12 and 10/13/13. This worker asked the provider if they have ever had more than 12 children present in their daycare at any time(whether that be on the weekends or weekdays). The provider denied that she has ever been over her legally allowed maximum number of children of 12. The provider denied that she has ever been over numbers at any time. This worker showed the provider billing that had been submitted by her and of dates and times where she was over her maximum amount of 12 children. The provider stated that she has been trying to train her other assistant/substitute to do billing and that something might have happened as a result of this. This worker told her that since she states that she has not been over numbers in the amount of children that she has had that there has been a billing submission issue and that this worker will speak with the over payment unit about these concerns. This worker did not conduct a compliance checklist on this date as a compliance visit had been completed on 9/11/13. This worker did not obtain any evidence that would show that Terri was physically over her allowed numbers for children that she could have as a Category B registered child development home. This complaint is unsubstantiated . A referral to the DHS Central Overpayment unit was completed on 10/24/13. Resolution: Terri will resolve all issues of non-compliance found during the 9/11/13 by 11/14/13 . Terri will continue to provide care for the number of children that she is legally allowed to have per State of Iowa code for

her specific category of child development home. This worker will conduct random checks of the home in order to insure that Terri remains number compliant.

If you have any questions regarding this matter feel free to contact me at 1-888-381-6831 or creckli@dhs.state.ia.us.

Sincerely,

Chad Reckling, Social Worker II
560 Division St, Ste 200
Burlington IA 52601